

**AMENDMENT TO THE AMENDMENT IN THE  
NATURE OF A SUBSTITUTE TO H.R. 3116  
OFFERED BY MS. LORETTA SANCHEZ OF  
CALIFORNIA**

At the appropriate place in the bill, insert the following:

1 **SEC. \_\_\_\_\_. ENHANCED CUSTOMER SERVICE STANDARDS**  
2 **AND PROFESSIONALISM TRAINING.**

3 (a) **PLANS REQUIRED.**—The Secretary shall ensure  
4 that a comprehensive plan for each of the Customs and  
5 Border Protection and the Transportation Security Ad-  
6 ministration, Immigration and Customs Enforcement is  
7 developed and implemented to improve, based on publicly  
8 communicated metrics, professionalism and customer serv-  
9 ice.

10 (b) **PLAN COMPONENT.**—The plan for each agency  
11 shall include each of the following:

12 (1) An initial report on the metrics the agency  
13 proposes to use to measure customer service.

14 (2) An initial report on the metrics the agency  
15 will use to measure professionalism.

1           (3) The implementation of a system to improve  
2     customer service by soliciting customer comments  
3     combining in person, phone, and online solutions.

4           (4) A requirement that the agency submit to  
5     Congress quarterly reports on the agency's perform-  
6     ance against the customer service metrics referred to  
7     in paragraph (1).

8           (5) The establishment of customer service best  
9     practices based on such metrics.

10          (6) The establishment of professionalism best  
11     practices based on the metrics referred to in para-  
12     graph (2)

13     (c) ANNUAL REPORTS TO CONGRESS.—At least once  
14     each year, the Secretary shall submit to Congress a report  
15     on each agency for which a plan is required under this  
16     section. Each such report shall include—

17           (1) an assessment of the agency's customer  
18     service performance based on the metrics referred to  
19     in subsection (b)(1);

20           (2) detailed description of customer service im-  
21     provements demanded by customers;

22           (3) customer service improvements demanded  
23     by Department metrics, the costs associated with  
24     those improvements;

1           (4) the security and efficiency benefits derived  
2           from such improvements;

3           (5) an assessment of the agency's profes-  
4           sionalism performance based on the metrics referred  
5           to in subsection (b)(1);

6           (6) a description of any improvements in the  
7           agency's professionalism;

8           (7) the costs associated with such improve-  
9           ments; and

10          (8) the security and efficiency benefits derived  
11          from such improvements.

12          (d) OVERSIGHT.—The Department's Office of Civil  
13          Rights and Civil Liberties shall have oversight of—

14               (1) the customer service and professionalism ef-  
15               forts at each agency for which a plan is required  
16               under this section to ensure that comments are col-  
17               lected, analyzed, and responded to in a timely man-  
18               ner; and

19               (2) the development of monthly reports detail-  
20               ing the number and types of comments submitted by  
21               the public, which shall be made available to the pub-  
22               lic through the Department's website.

